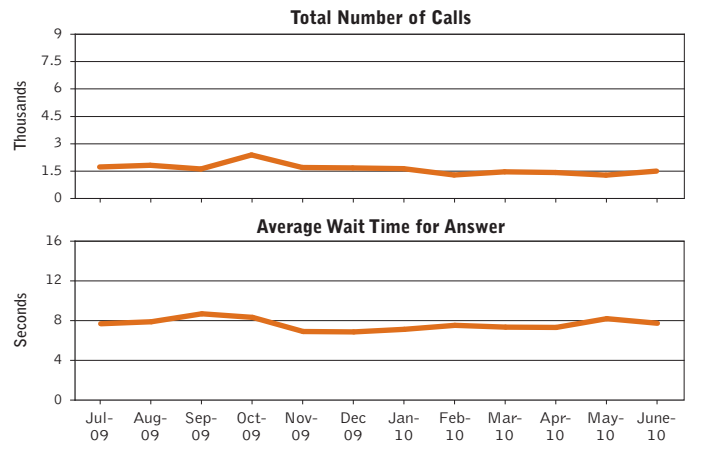
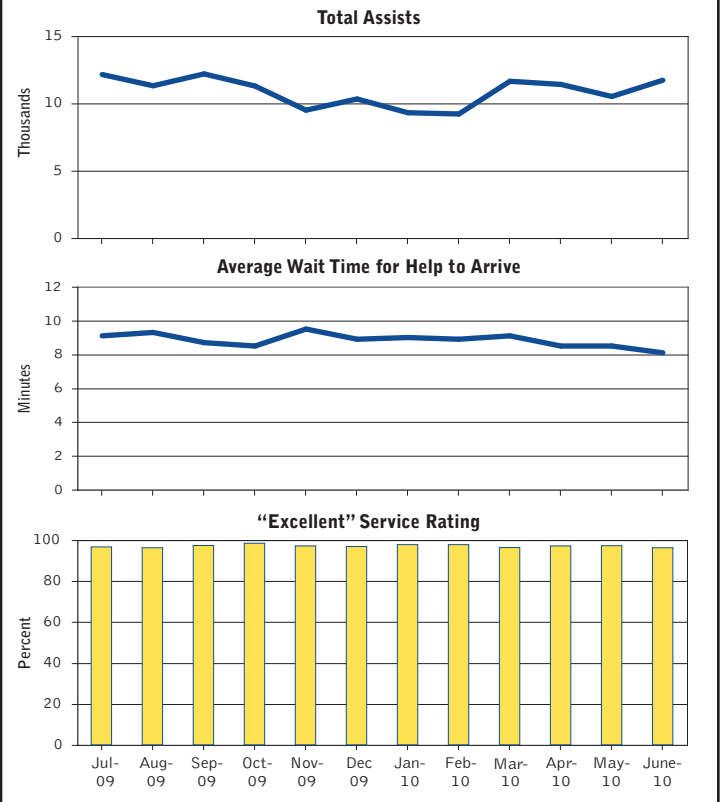


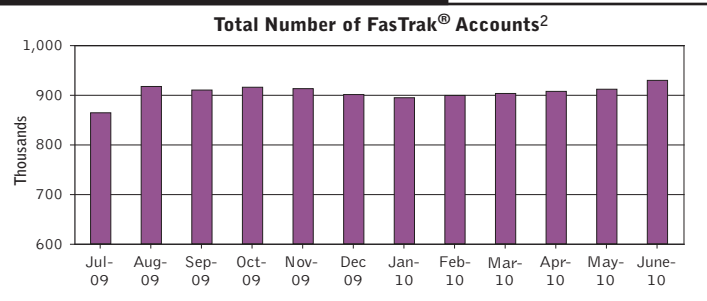
Call Box Program



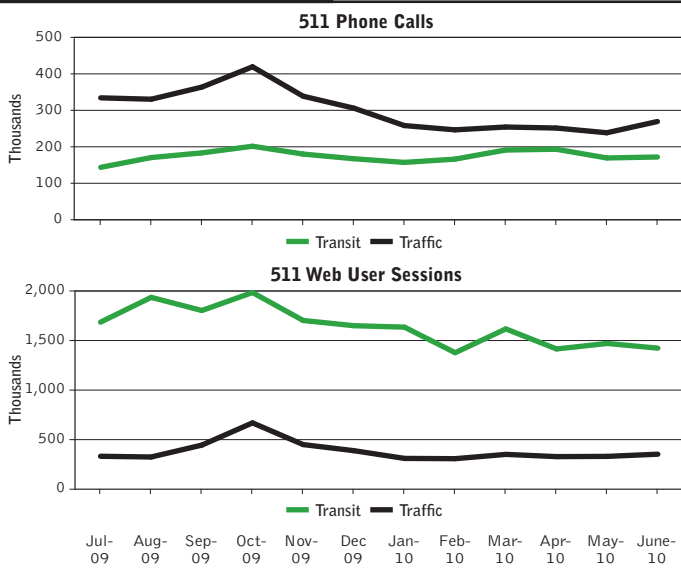
Freeway Service Patrol



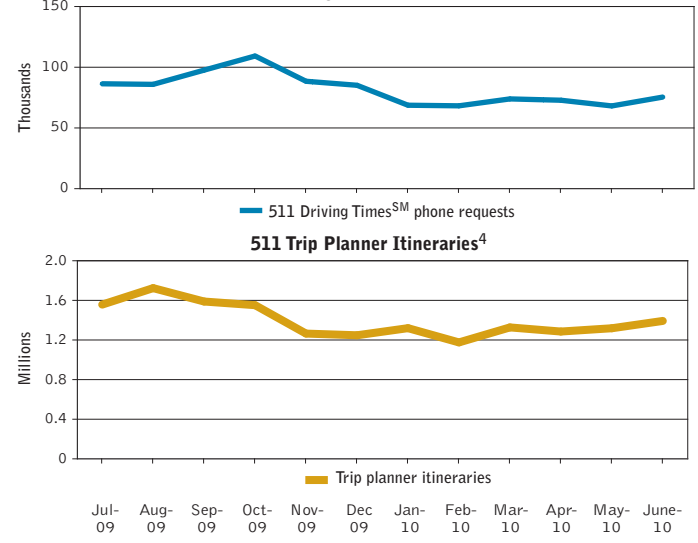
FasTrak® Electronic Toll Collection¹



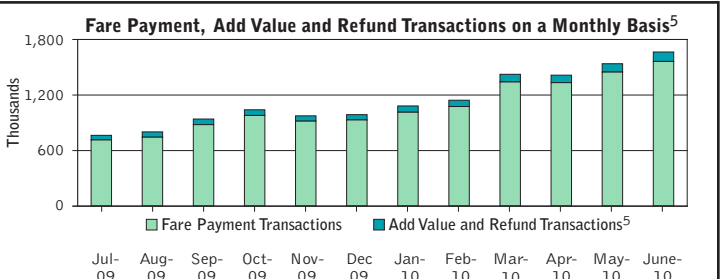
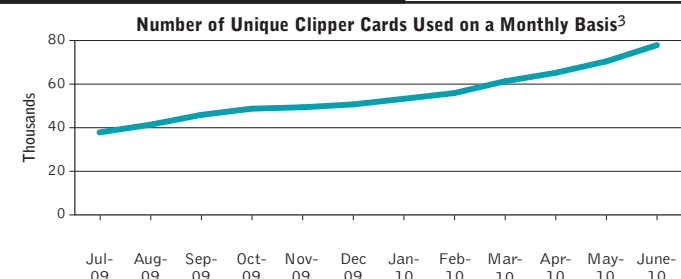
511 Phone and Web Usage



511 Driving TimesSM Generated



ClipperSM Fare Payment System



Notes: ¹ MTC, as the Bay Area Toll Authority (BATA), assumed responsibility for FasTrak® customer service operations in Jan. 2004. Figures are cumulative.

³ New category as of September 2003; data collected since Aug. 2002

⁴ Number of personalized transit itineraries requested

⁵ As of November 2009, refund transactions are counted with add value transactions. This chart includes refunds in the Add Value bars for the past 12 months. (Past reports did not include refunds, which, with few exceptions, have accounted for less than 50 transactions each month.)